



PTO/SB/08a/b (07-05)

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Substitute for form 1449A/B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)				Complete If Known	
				Application Number	09/909866
				Filing Date	July 23, 2001
				First Named Inventor	Mark J. Stender
				Art Unit	2166
				Examiner Name	Not Yet Assigned
Sheet	1	of	1	Attorney Docket Number	SPLT-P01-005

U.S. PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (If known)				
LS. 4	AA*	US-5,182,705		01-26-1993	Barr, R. et al.	
LS. 6	AB*	US-5,262,940		11-16-1993	Sussman, Lester	
LS. 6	AC*	US-5,493,105		02-20-1996	Desai, Nimesh R.	
LS. 6	AD*	US-6,615,258		09-02-2003	Barry, B.R. et al.	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ²
		Country Code ³ -Number ⁴ -Kind Code ⁵ (If known)	MM-DD-YYYY			

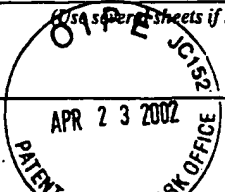
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NON PATENT LITERATURE DOCUMENTS				
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Examiner Signature		Date Considered	10/11/05
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Form PTO-1449 (Rev. 2-32)	U.S. Department of Commerce Patent & Trademark Office	Atty. Docket No. TRAV0005	Serial No. 09/909,866
INFORMATION DISCLOSURE STATEMENT <small>(Use separate sheets if necessary)</small>		Applicant Mark J. STENDER, et al.	
		Filing Date July 23, 2001	Group Technology Center 2100

U.S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Sub-Class	Filing Date (if appropriate)
<i>R.S.G.</i>	6,144,990	11/7/2000	Brandt, et al.	709	203	12/23/96
<i>R.S.G.</i>	6,122,632	9/19/2000	Botts, et al.	707	10	7/21/97
<i>R.S.G.</i>	5,974,430	10/26/99	Mutschler, et al.	707	505	9/30/97
<i>R.S.G.</i>	5,793,964	8/11/98	Rogers, et al.	395	200.32	6/7/95
<i>R.S.G.</i>	5,754,830	5/19/98	Butts, et al.	395	500	4/1/96
<i>R.S.G.</i>	5,701,451	12/23/97	Rogers, et al.	395	600	6/7/95
<i>R.S.G.</i>	5,191,522	3/2/93	Bosco, et al.	364	401	1/18/90
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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

<i>R.S.G.</i>	"Finding Intranet Solutions at Comdex," <i>Communications Week</i> , No. 638, pp. 95(7), November 18, 1996
<i>R.S.G.</i>	"Solect Launches IAF 2.5, A Comprehensive Billing and Customer Care Solution; Software Infrastructure Enables Service Providers to Grow Their Internet Business," <i>Business Wire</i> , p. 3090284, March 9, 1998
<i>R.S.G.</i>	"SiteBridge Corporation Launches CustomerNow for Real-Time Customer Service on the Web," <i>Business Wire</i> , p. 4271173, April 27, 1998
<i>R.S.G.</i>	"MATRAnet Addresses Gap in Customer Relations, Enabling Companies to Maximize Web Sales," <i>M2 Presswire</i> , June 9, 1999

EXAMINER <i>Theresa S. G...</i>	DATE CONSIDERED <i>10/11/05</i>
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